

CSI Phase III, the Detailed Design Forum
Podcast Transcript
Duration: 5:32

Katy: DMV's systems redesign project, CSI, has come a long way since it began in 2005. Now we are in phase three. Tully Welborn is the project manager for CSI and can tell us more. Tully, what has been happening during prior phases?

Tully: Well, Katy, you can think of the CSI project much like building a house. During phase one, DMV leadership told the CSI team or the "builder" that we, DMV, wanted to build a new house. Throughout the first phase, the CSI team conducted research to provide property locations while further determining if and how DMV could move forward with building the house. This is where we defined the CSI vision and seven different process areas – service delivery, credentialing, tax processing, financial management, inventory management, administer infrastructure and business intelligence.

In phase two, business process re-engineering sessions helped DMV decide on specifications for the new house. Employees, subject matter experts and business partners told the "builder" they wanted a two-story tudor style house with brick exterior. They included specifications that would make living in the house easier, more efficient and more secure – such as five bedrooms, four bathrooms, hardwood floors, a three car garage, security system and a pool. This phase is also where many of our employees submitted process improvement opportunities.

Katy: Tully, tell me more about process improvement opportunities.

Tully: Process improvement opportunities are identified changes to current business practices that reduce cost or improve effective operations. Hundreds of well-thought-out improvement opportunities have been submitted. Many of them have already been implemented. One recent process improvement that came from a business process re-engineering session is the elimination of black binders used during motor carrier, fuels tax and rental tax audits. This improvement resulted in an annual combined savings of more than \$88,000.

Katy: That's impressive. Now, in phase three, we will decide exactly how our house will be built. Explain the activities underway to build our new system.

Tully: During this phase, the detailed design forum, DMV has partnered with Science Applications International Corporation, or SAIC, and their primary subcontractor, 3M, to define in detail how the new system will look, function, process and manage data and conduct transactions. To continue our analogy, the "builder," the CSI Team, will create a blueprint of DMV's new house. We will receive a cost estimate on the final project, including a breakdown cost of all the individual items. From there, DMV will

decide what's critical to have. Items that are important or desirable, but not critical such as a three car garage and a pool, will be considered on a case-by-case basis.

Once a final blueprint is developed and approved, DMV can "break ground" on the new house. This is the second part of phase three, the development and testing phase.

Katy: You mentioned that DMV has partnered with SAIC and 3M during this phase. Why did DMV choose them?

Tully: Through a competitive public procurement process, DMV selected SAIC, in combination with its primary sub-contractor, 3M, because they presented the best value for the Commonwealth. SAIC is a scientific, engineering and technology applications company.

To begin the detailed design forum activities, DMV plans to use parts of the 3M systems framework as a starting point as well as analyze various alternatives such as commercial off-the-shelf software and products, modification of these off-the-shelf software and products, as well as some in-house development to create solutions that meet DMV's needs.

Katy: It sounds like the team has a difficult task ahead of them! How long will the design forum last?

Tully: The design forum activities are expected to last 12 months. At the end, we will actually have mock transactions and customer record screens for our employees to review.

Katy: Tully, during phase three, how can employees stay involved?

Tully: Great question! While we are building a new state-of-the-art computer system, not a house, your input and knowledge is even more vital during this critical design phase. We will be asking our subject matter experts and business partners to participate in periodic solution team sessions to ensure the system design meets everyone's needs. Employees can also visit the CSI intranet page on myDMV – read the CSI Snapshot column in the DMVNow! employee newsletter – talk to your CSI Ambassador – or schedule a brown bag lunch with me. I'd be happy to come and talk to you and your team about CSI and how it might affect you.

Katy: Tully, thank you so much. DMV has and paved the way to success moving into phase three of this project. CSI will not only transform the way DMV does business, but place the agency on the cutting-edge of customer service and better align our business strategies with our mission and vision. For the latest information on the CSI systems redesign, visit myDMV and click on CSI.

Tully: And never forget, the future is now!